**shah.suchit@yahoo.com**

**9082100866 / 9870153153**

**Mumbai, India 400063**

## Skills

- Sales data analysis
- CRM management
- Performance reporting
- Process optimization
- Project management
- Revenue growth strategies
- Business Process Optimization
- Operational Streamlining
- Product Development Management
- Quantitative Risk Evaluation
- Quality Assurance Management
- Affiliate Program Management

## Education And Training

*07/2016*
**MBA**:
Marketing
**ITM Group of Intuitions**
Mumbai

*03/2009*
**B.COM**:
Commerce
**Mumbai University**
Mumbai

## Websites, Portfolios, Profiles

- https://www.linkedin.com/in/suchitoshah/

## Languages

**English**: First Language

**English**: C2

Proficient (C2)

**Hindi**: C2

Proficient (C2)

# Suchit Shah

## Summary

Dynamic Sales Operations Specialist with 19 years of experience driving productivity and efficiency in sales environments. Expertise includes CRM management, sales forecasting, and pipeline analysis, leading to streamlined processes and enhanced outcomes. Recognized for exceptional communication and problem-solving skills, fostering collaboration across departments to achieve organizational goals. A dedicated CRM subject matter expert adept at generating insightful reports and managing dashboards for informed decision-making.

## Experience

**REDPIN – Sales Operations Specialist**
*Mumbai, India*
*02/2011 - Current*

- Evaluated sales data to pinpoint trends and growth opportunities.
- Created daily, weekly, and monthly performance metric reports tracking gross margin and conversion rate.
- Resolved customer inquiries by researching issues thoroughly.
- Ensured accuracy in processing payments and counting currency.
- Managed collaborative projects to drive sales initiatives.
- Designed and executed process enhancement strategies to optimize sales workflows.
- Detected inefficiencies in the sales operations structure.
- Managed CRM platform deployment and standardized reporting systems.
- Guided and supported junior staff in adopting best practices for sales operations.
- Enhanced sales productivity by simplifying processes and evaluating new tools to foster team efficiency.
- Produced comprehensive reports for sales analysis through consistent CRM management.
- Monitored advancements in technology to boost sales process effectiveness.
- Supported sales tactics with data from thorough research.
- Engineered solutions to enhance operational efficiency in sales by optimizing processes.
- Facilitated the achievement of monthly and quarterly sales targets by aiding the sales team.
- Developed revenue growth strategies through targeted account initiatives.
- Minimized process delays through comprehensive employee training on best practices.
- Enhanced goal alignment through the automation of contact management operations.
- Delivered post-sales support, resolving customer issues.
- Created detailed sales reports for management evaluation.

## Certifications

- Certificate of Completion – Business Process Management – BPM
- Certificate of Completion - Customer Relationship Management (CRM)
- Certificate of Completion – Operation Management
- Certificate of Completion – Product Management
- Certificate of Completion – Project Management
- Certificate of Completion – Financial Risk Analytics
- Certificate of Completion – Affiliate Marketing
- Certificate of Completion – Search Engine Marketing – SEM
- Certificate of Completion - Google Analytics
- Certificate of Completion - Quality Management
- Certificate of Completion - Conflict Management
- Certificate of Completion - Communication Management
- Certified Six Sigma White Belt (CSSWB)
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**Indian Financial Services – CRM / Operations**
*Mumbai, India*
*03/2007 - 01/2011*

- Resolved CRM-related interaction issues by identifying and addressing root causes.
- Assessed ongoing CRM processes for maximum efficiency.
- Coordinated with other departments to ensure successful implementation of CRM initiatives.
- Utilized data from multiple sources to compile reports for team performance monitoring.
- Managed daily functions of CRM operations team to ensure seamless task execution.
- Mediated disputes involving customer interaction with the CRM system.
- Coordinated meetings with internal stakeholders and external vendors.
- Established procedures to meet regulatory standards for customer data management.
- Handled customer questions efficiently, ensuring prompt and accurate responses.

**Digital Alchemy India Pvt Ltd – Revenue Recovery Specialist**
*Mumbai, India*
*06/2005 - 02/2007*

- Investigated disputed invoices and worked with customers to resolve issues preventing timely payments.
- Reviewed historical data to check compliance with internal and regulatory standards.
- Conducted collection calls to customers with overdue invoices in order to negotiate payment plans.
- Negotiated settlements for past due accounts with customers while ensuring company compliance with applicable laws and regulations.
- Implemented procedures for handling difficult debtors who are unwilling or unable to make payments according to terms established by the company.
- Audited calls to evaluate quality, accuracy, and service levels of interactions.

## References

References available upon request.